HUMAN RESOURCE MANAGEMENT PROGRAM
3D QUARTER FY01 REVIEW AND ANALYSIS

WEST Region

The West Region -

Army's Premier Team of Human Resources Professionals Providing Quality and Timely Services to Our Valued Customers

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WEST REGION FOCUS AREAS FOR FY 01

The West Region Accomplishments and Focus Areas for FY 01 are established on the foundation of the West Region FY 00-01 Operational Plan. Feedback received during the Sep 99, Mar 00, and Feb 01 Commanders' Civilian Personnel Advisory Councils (CCPAC) provided the basis for a review of the previous strategic plan and update to be consistent with the Army's new vision and strategy for Civilian Human Resources and region goals and objectives. The feedback from the CCPACs was incorporated into the Region's Operational Plan, with region-specific Supporting Objectives to the Army's three Priority Emphasis Areas and associated Corporate Goals. West Region civilian personnel leaders developed and substantiated the Supporting Objectives as consistent with the region's vision. Commander feedback indicates that the Operational Plan is moving in the right direction with the right amount of emphasis in the program areas, placing Modern System preparation and developing automation tools as top priority, followed by meeting partnering goals and training requirements.   The Priority Emphasis Areas are:

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Strategic Civilian Workforce
Competitive and Responsive CHR Programs
Skilled and Responsive CHR Professionals

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CORPORATE GOAL 1
Systematic Planning that Forecasts and Achieves the Civilian Work Force
Necessary to Support the Army's Mission

SUPPORTING OBJECTIVES
1. Continue and enhance partnering
2. Focus on metrics that reflect overall/total cycle time for work accomplishment
3. Develop Commander/Manager/HR orientation and training package
4. Develop and deploy an Information Management System for customers

ACCOMPLISHMENTS

The highlight of 3^d Qtr, FY01, was the announcement of Army's decision to close two CPOCs (the National Capital Region in September 2001 and the Southeast Region in March 2002), and the resultant potential impact on the West CPOC. The realignment of the Army's civilian personnel customer base among the five remaining CPOCs results in a proposal for the West CPOC to almost double in size (from 133 to 235 employees) and in serviced population (from almost 18,000 to more than 34,000 customers). The number of CPAC partners would increase from the current 13 to a total of 19. Our proposed new customers include most of the DCIPS community CONUS-wide, Ft. Sam Houston and MEDCOM Headquarters, Ft.

FOCUS AREAS

Planning for this major effort is underway. Work is in progress with the Ft. Huachuca Garrison staff on the environmental considerations and space/renovation requirements, and with CPOCMA on workload transition plans. Hiring to fill the new positions will begin after the employees at the closing CPOCs have been canvassed regarding their availability to move to the remaining CPOCs and once the current hiring freeze is lifted. Part of the impact of the closure of the two CPOCs on the West CPOC also involved members of our staff participating on SWAT Teams assigned to the ANCR CPOC to help them through the closing process. This effort will continue

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Hood, Ft. Bliss, Corpus Christi Army Depot, COE Omaha District, and COE Kansas City District.

After staffing with the West Region CPACs, the FY01/02 West Region Human Resources Operational Plan (OPLAN) was updated on 10 April 2001 to incorporate new supporting objectives, specific action items, and milestones based on issues and priority emphasis areas identified by Commanders at the February CCPAC. It is posted on the West CPOC website.

Funds for temporary duty travel were severely curtailed during the 3^d quarter. As a result, unfortunately, regular partnership visits could not take place. With the little funding we had available, and sometimes with help from our customers, we were able to participate in the monthly Job Fairs for Madigan Army Medical Center; a Job Fair in Sacramento with SPD, Corps of Engineers; an A-76 review at Ft. Lewis; a classification review at White Sands Missile Range; and a TRADOC CPAC Chiefs Conference in Williamsburg, Virginia.

during the 4th quarter and will later include teams deployed to the SE CPOC.

The OPLAN will be updated again in the 4th quarter, primarily to reflect changes and new requirements brought about by Modern System and an upgraded Resumix database.

No relief is expected in the 4th quarter from the funding shortfall for temporary duty travel. At customers' request and with their funding assistance, the WCPOC staff will accommodate needs for on-site visits and assistance to the maximum extent possible.

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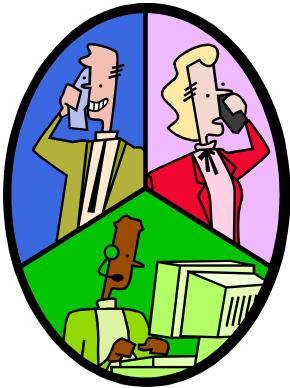
CORPORATE GOAL 2
Technology and Business Management Tools and Techniques that Provide the Best, Most Accessible and Lowest Cost CHR Products and Services

SUPPORTING OBJECTIVES
1. Ensure consistency in applying classification standards
2. Make work processes more efficient through automation
3. Maintain Functional Process Improvements (FPI)
4. Successfully deploy Modern System

ACCOMPLISHMENTS
One of the main events during the 3^d quarter was the successful deployment of Modern System! The West Region civilian personnel community prepared extensively for this deployment. We are happy to report that the intensive planning and preparation paid off. The deployment was smooth, with 100% data conversion and DOD certification of the system ahead of schedule!

FOCUS AREAS
In the 4th quarter, the Modern System module for Non-Appropriated Fund (NAF) employees will be deployed in the West Region. The NAF Module is scheduled for deployment over the weekend of 24 August. Once deployed, West Region automated NAF personnel records will be maintained using Modern System. Although this deployment will initially be limited to the NAF Personnel Offices, eventually access to the NAF module will be extended to managers, allowing them to electronically submit NAF requests for personnel action, view NAF employee data on-line, and run standard reports on NAF employees and positions.

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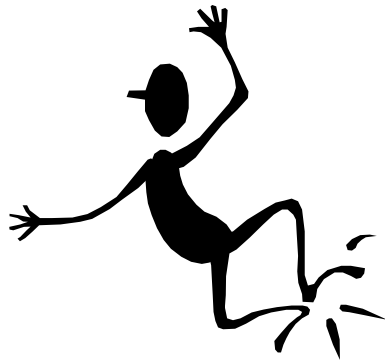
Although our aim was to minimize disruption during the Modern System deployment period, we know our customers were impacted by delays in being able to forward actions to the CPAC and CPOC, obtaining referral lists, etc. We also lost our tracking capability that allowed both the human resources staff and managers to track and monitor personnel actions. To fill this void, the CPOC staff worked with representatives from the Civilian Personnel Operations Center Management Agency (CPOCMA) and HQDA on the development and fielding of the Army Regional Tool Kit (ART). The tool kit will provide management with useful tools to track personnel actions.

The Army Regional Tool Kit (ART) will be deployed during the 4th quarter. ART is a set of secure web-based tools for managers and CPOC/CPAC personnelists. The Tool Kit includes RPA and NPA tracking tools with links to employee and position data, an inbox statistics report (Red-Amber-Green report), a population statistics tool, a gatekeeper checklist tool, and various other reports and tools. The framework under which ART was developed is very flexible, allowing us to easily add new reports and tools. Over the next quarter we plan to begin incorporating into ART the tools and reports that used to be available through our West Region Utilities and Reports web page. With the tools and reports currently available in ART, and the additional tools and reports to be added from the West Region Utilities and Reports, we expect ART to become an important personnel management tool. We thank you all for your continued support and patience as we navigate through the features of the new DOD automated personnel system.

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A joint team of management, CPAC and CPOC representatives has begun work on the development of a Resumix Skills Handbook. This prototype initiative involves engineering positions in the Seattle District, Corps of Engineers. The team has begun reviewing skills that were successfully used in the past, identifying skills that would not result in reaching quality candidates, and determining whether additional grammar is needed in the database. The end result of their work will be a Skills Handbook for use by personnelists and managers as an aid when recruiting for these types of positions in the future.

Members of the Seattle District, Corps of Engineers management and CPAC team will be on site at the WCPOC during the 4th quarter to continue work on the project. The product developed by this team will be exported to other customers in the Region for review and needed revision for applicability to their jobs. When this prototype project is successfully completed, the effort will be expanded for the development of Skills Handbooks for all major categories of positions available in the West Region.

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CORPORATE GOAL 3
CHR Professionals who are Customer-Focused and who have the Competence,
Support, and Motivation to Meet the Challenges of Constantly Changing and
Increasing Expectations

SUPPORTING OBJECTIVES
1. Clarify roles of CPOC, CPAC and manager
2. Develop CPAC generalists as advisors and consultants, and full members
of the customer management team

ACCOMPLISHMENTS

During this quarter, "Installation Feedback Forms" were sent to each serviced Commander to obtain formal customer feedback regarding the quality of service provided by the West CPOC. Commanders were asked to evaluate the following service features: Quality of Work Products, Communication, Responsiveness, Courtesy and Effectiveness. Several Commanders responded, and the response indicated an overall satisfaction level of Excellent to Outstanding. Similar customer feedback forms were also sent to CPAC Chiefs.

FOCUS AREAS

Customer feedback is extremely important to us. It helps to guide our efforts, to prioritize our work and to make needed improvements and adjustments. We will continue to solicit it; frequent and candid feedback is encouraged and appreciated.

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Last quarter the CPOC staff concentrated on overcoming the learning curve associated with the deployment of the Modern System. Even though an intensive training initiative had taken place prior to the deployment, there was still much adjustment/refinement required when the system went live.

Constant change seems to be the name of the game in the CHR world these days. Both CPOC and CPAC staff s were just getting comfortable with the use of the new Modern system, and were beginning to work on getting our reports and tracking functionality back. That eff ort will continue. But we now also need to plan and prepare for the upcoming CPOC realignment.
As soon as the environmental issues have been considered and resolved, we will begin working with our new customers/partners, working together to make their transition to the West Region as smooth as possible. We are also committed to assuring that service to current customers is not degraded during the transition period.

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